

Student Guide for Submitting a Mitigating Circumstances request via Student Records.



As of Monday 19th October 2020, all Mitigating Circumstances requests should be submitted via Student Records.

However, if you submitted a Mitigating Circumstances request prior to this date using the old Word template form, which is still under consideration, you do not need to resubmit this request via Student Records.

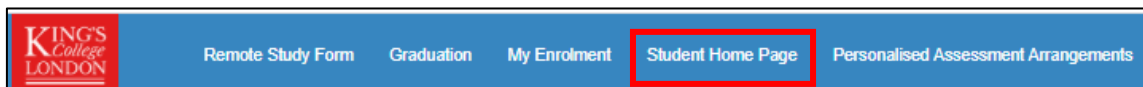
All current guidance on Mitigating Circumstances is relevant to you and you can find out more via [Student Services Online](#).

Sections:

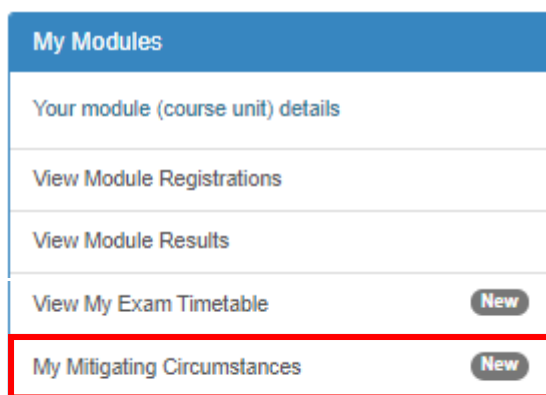
1. [Accessing Mitigating Circumstances & Raising a New Mitigating Circumstances Request](#)
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Section 1: Accessing Mitigating Circumstances & Raising a new Mitigating Circumstances request

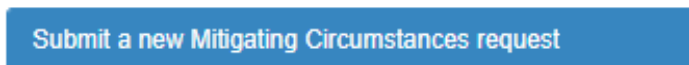
1. Log onto [Student Records](#)
2. Open the **Student Home Page**



3. Go to the **My Modules** container and click on **My Mitigating Circumstances**



4. On the Mitigating Circumstances homepage, go to the **Submit a new Mitigating Circumstances request** container. Here you will find links to knowledge articles within Student Services Online.



5. Once you have familiarised yourselves with these knowledge articles, click the **New Request** button



6. This will then open the request form. Instructions for completing the form and checking the status of a submitted request are provided in the sections below.

If at any point you wish to save your progress and complete the rest of the form at a later point, click **Save & Exit**. The saved form will then be available within the **Requests Yet to be Submitted** container on the homepage (see [Section 6](#) for further details).

Section 2: Summary of Circumstances

When submitting a new Mitigating Circumstances request, the first stage is to provide a summary of your circumstances.

1. Select the most appropriate / relevant option from the **Nature of the circumstances** drop-down list. If none of the options are applicable to your circumstances, select **Other personal difficulties**.

Nature of the circumstance: (Please select the circumstance most fitting for your request)	I've been called for Jury Service
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2. You must then provide further details of your circumstances within the **Summary of Circumstances** free-text field. There is a 2000-character limit, though you are not required to use all the characters. You just need to ensure that your summary is clear, concise and provides all the relevant information.

Summary of Circumstances	I have been summoned for Jury Duty on 19th - 30th October. I will, therefore, miss my assessment deadline and am requesting an extension.
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3. If the records show that you have a King's Inclusion Plan (KIP), you will have the option of including this as part of your supporting evidence. You should only include your KIP as evidence if it is relevant to your circumstances.

To include your KIP as evidence, select **Yes** when prompted to do so. Alternatively, if you do not wish to include your KIP as it is not relevant to your request, select **No**.

Records show that you have a King's Inclusion Plan. If it is relevant to this request, would you like to include it as supporting evidence (selecting 'Yes' will attach the KIP automatically)?	Yes
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4. Once you have completed updating your circumstances, click **Next** to proceed to the next stage (Select Assessments)

Cancel	Save & Exit	Next
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Section 3: Select Assessments

The next step is to link the assessments (affected by your circumstances) to your request. You must link at least one assessment in order to submit your request.

You will see all your current modules listed on this page and the number of assessments within these modules (Summary column).

Select a Module			
Module	Module Name	Summary	Select
6CCS3COV	Computer Vision	0 of 1 assessments linked to request	Select Assessments
7CCS4PRJ	MSci Individual Project	0 of 1 assessments linked to request	Select Assessments
7CCSMBIM	Nature-Inspired Learning Algorithms	0 of 2 assessments linked to request	Select Assessments

- To view / link an assessment, click on the Select Assessments button (against the relevant module).

7CCSMBIM	Nature-Inspired Learning Algorithms	0 of 2 assessments linked to request	Select Assessments
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- You will then see listed the assessment(s) within that module. Before selecting an assessment, you are required to provide additional details, which will support the decision-making process. Some guidance on the information you should be providing is available below.

Please note: Depending on the screen-size or device used, some of the table fields (see below) may be hidden. To display these hidden fields, use the scrolling arrow at the top right of the container, as highlighted in red below.

Seq	Type	Weighting	Attempt	Attempted?	Name (Type the name of the particular assessment if needed)	Current Due Date/Date of Exam (use first date if entering more than one assessment)	Mitigation Requested	Linked to Request	Select
001	EXAM ANY	70	1	Select ...			-Select-	No	<input type="checkbox"/>
002	COURSEWORK	30	1	Select ...			-Select-	No	<input type="checkbox"/>

- In the **Attempted?** field, you should detail whether one or more of the assessments has been attempted. If this is a retrospective submission, please detail why you were not able to submit a form before the assessment deadline within the Summary of Circumstances section of the form.
- The **Name** field will either be blank or automatically populated with a generic title (e.g. 2-hour examination). You should provide the full name and / or element of the assessment (where possible) in this field, as it will avoid potential delays, should the administrative team need to request this information from you post-submission.
- The **Current Due Date / Date of Exam** is a mandatory field. If you are entering more than one assessment, you should use the first date.

- The **Mitigation Requested** is also a mandatory field. You must select one of the most appropriate mitigation from the drop-down list (i.e. extension and deferral)
- If you are requesting an extension, you should provide a **Requested Due Date**. Failing to do so may result in delays, as the administrative team may need to request this information from you post-submission.

3. Once you have added the above details, ensure that you tick the box in the **Select** column (far right) and then click **Add To Request**.

You will then see confirmation that the assessment has been linked to your request within the **Select a module** container (see below).

1 of 2 assessments linked to request

Linked to Request	Select
No	<input checked="" type="checkbox"/>

Add To Request

Repeat the above steps for any other assessments that you wish to link to your request.

4. If you subsequently need to remove the linked assessment from your request, click on the **Select Assessments** button again. Then tick the box in Select column and select **Remove From Request**.

You will then see that the assessment has been removed from your request within the **Select a module** container.

0 of 2 assessments linked to request

Linked to Request	Select
Yes	<input checked="" type="checkbox"/>

Remove From Request

5. Once you have linked all the assessments relevant to your circumstances to your request, click **Next** to proceed to the next stage (Supporting Evidence)

Cancel Save & Exit Next

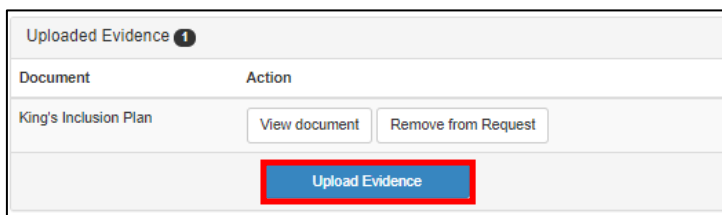
Section 4: Supporting Evidence

When submitting a Mitigating Circumstances request, you should provide evidence to support your request, where possible.

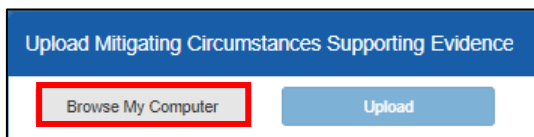
There is a link to Student Services Online at the top of page, where you will find information on what evidence you should provide to support your request.

If you have a King's Inclusion Plan (KIP) and chose to include this as supporting evidence (see [Section 2](#)), you will see that this displayed within the **Uploaded Evidence** container.

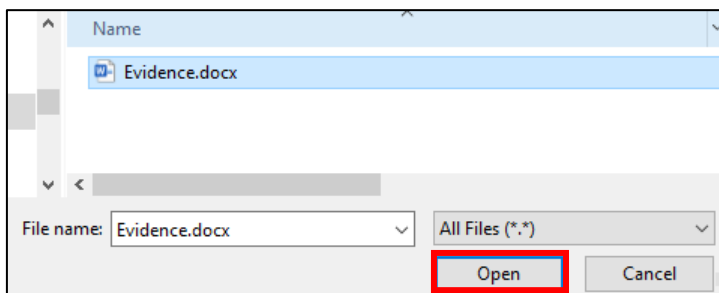
1. To upload a document as evidence, click on the **Upload Evidence** button within the **Upload Evidence** container.



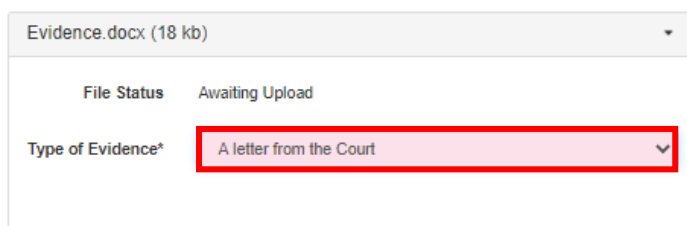
2. Then click on **Browse My Computer**



3. Select the relevant document and then click **Open**



4. Select the most appropriate **Type of Evidence** from the drop-list. If none of the options are applicable, select Other and then provide a brief description when prompted.



5. Click the **Upload** button. Wait a few moments for the document to complete uploading and then click **Next**.

6. You will then see the document listed in the **Uploaded Evidence** container. Here you can choose to view or remove the document from your request, if necessary.

Document	Action
King's Inclusion Plan	<input type="button" value="View document"/> <input type="button" value="Remove from Request"/>
05-Letter from the Court	<input type="button" value="View document"/> <input type="button" value="Remove from Request"/>

7. Repeat the above steps to upload as many documents as necessary to support your request.
8. You will then be asked whether you **want to upload further evidence at a later date**, to which you must answer Yes (I would like to upload more evidence later) or No (I do not wish to upload evidence later).

Please note, even if you answer No (I do not wish to upload evidence later) to this question, you may still be asked to provide further evidence as part of the decision-making process.

Do you want to upload any further evidence later? *	<input type="button" value="No, I do not wish to upload evidence later"/>
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9. You should then provide a brief **summary of evidence provided** within the free-text field.

If you are planning on uploading further evidence at a later date, you should provide a summary of the evidence you are awaiting and an estimated date for when you expect it to be made available.

If you are unable to submit any evidence to support your request, you should provide an explanation within this field.

Please provide summary of evidence provided / to be provided at a later date / reason as to why you are unable to provide evidence	Please see attached my jury service summons letter.
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10. Once you have finished uploading your evidence, click **Next** to proceed to the final stage (Summary and Confirmation)

<input type="button" value="Cancel"/>	<input type="button" value="Save & Exit"/>	<input type="button" value="Next"/>
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Section 5: Summary and Confirmation

The final stage is Summary and Confirmation, where you can review and amend (if necessary) the details of your request before completing your submission.

IMPORTANT: You cannot amend any of the details of your request (Nature of Circumstances or Linked Assessments) after submission. Therefore, please double check that all the details and ensure that all the information is accurate (to the best of your knowledge) before proceeding.

You are, however, able to upload evidence / provide additional information to your request post-submission (see [Section 6](#) for further details).

Once you are satisfied that all the details provided are accurate, you must agree to the **Confidentiality Statement**, before clicking on the **Submit** button to complete your submission.

Confirmation

Confidentiality Statement:

Your mitigating circumstances submission and supporting documentation will remain confidential to relevant staff members, as appropriate. If you disclose information which might suggest there is a serious risk to your wellbeing, or to the health and safety of others, King's has a duty of care to respond to this. In such cases, a mitigating circumstances submission will be shared confidentially with the appropriate staff, to provide effective support and advice from the university

I certify that:

The information I have entered on my request is correct to the best of my knowledge
I have read and understand the mitigating circumstances information and guidance available through Student Services
I have uploaded, or will upload within the relevant timelines, the appropriate evidence to support my request
I have read and understood the Confidentiality Statement and understand that my information will be treated confidentially and that only the appropriate staff will have access to the mitigating circumstances request

Please note - after you have submitted your request you will no longer be able to make any amendments but you will be able to upload additional documents, if you need to add evidence or further information

I Agree (required)*

You will then receive an automated email to confirm your submission. This email will include a unique reference number, which you can quote if you are ever querying the status of your request.

The submitted request will then be listed within the **Requests Under Consideration** container on the Mitigating Circumstances homepage (see [Section 6](#) for further details)

Section 6: Checking the status of a submitted request

You can check the status of your requests and upload evidence to a submitted request via the Mitigating Circumstances homepage.

Requests Yet to be Submitted:

This container will list any saved requests, that are yet to be submitted.

To edit the saved request and complete the submission, click on the **View** button.

Alternatively, click **Delete** if the request is no longer required.

Requests Yet to be Submitted 1			
MC Reference Code	Created	Status	Action
MC-9829950-001	12/Oct/2020	Request Created	View Delete

Completed Requests:

This container will list any completed requests, both approved and rejected.

You can view copies of any automated emails received during the decision-making process, by clicking on the **View Email** button.

Completed Requests 1				
MC Reference Code	Created	Status	Decision Date	Action
MC-9829950-005	13/Oct/2020	Accepted	13 Oct 2020	View Email

Withdrawn Requests:

This container will list any saved (draft) requests, which you subsequently deleted.

You cannot re-open or view a deleted request.

Withdrawn Requests 1	
MC Reference Code	Created
MC-9829950-006	13/Oct/2020

Requests Under Consideration:

This container will list any submitted requests that are currently under consideration.

Requests Under Consideration 5			
MC Reference Code	Created	Status	Action
MC-9829950-003	13/Oct/2020	Board / Panel	<input type="button" value="View"/>
MC-9829950-004	13/Oct/2020	Apply Mitigation	<input type="button" value="View"/>
MC-9829950-007	13/Oct/2020	Pre-panel Administration	<input type="button" value="View"/> <input type="button" value="Upload Evidence"/>
MC-9829950-008	14/Oct/2020	Pre-panel Administration	<input type="button" value="View"/> <input type="button" value="Upload Evidence"/>

The status of your request (i.e. the stage that the request is currently at) will be displayed within this container.

There are three review stages, which are Pre-panel Administration (first review stage), Board / Panel (second review stage) and Apply Mitigation (final stage).

You can View the details of your request by clicking on the **View** button, however, you **cannot** change any of the details of your request post-submission.

You are able to upload supporting evidence / provide additional information to a submitted request, but **only** when the request is at the Pre-panel Administration stage. To do so, click on the **Upload Evidence** button.

If further evidence / information has been requested as part of the decision-making process, you will have received an automated email and will notice that the **Upload Evidence** button is highlighted blue.

MC-9829950-002	13/Oct/2020	Pre-panel Administration	<input type="button" value="View"/> <input type="button" value="Upload Evidence"/>
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Click on the highlighted **Upload Evidence** button and the Upload Supporting Evidence window will then open. You will see the staff comments at the top of the window, which should provide details of the required evidence / information.

Then follow the instructions provided in this guide for uploading the evidence ([Section 4](#)) and / or provide the requested information within the summary of evidence free-text field.